



2026 Mobile Intranet Readiness & DEX Audit

1. Accessibility & Native UX

- **Thumb-Friendly Navigation:** All primary actions (Search, Directory, Shifts) are accessible within the bottom third of the smartphone screen.
- **Optimized Page Weight:** Text blocks, compressed media, and interactive forms load completely in under 2.5 seconds on a standard 4G network.
- **No Pinch-to-Zoom:** All policies, SOPs, and internal articles display natively on any viewport size without horizontal scrolling.

2. Architecture & Security

- **Zero Trust Implementation:** Conditional access is applied, restricting sensitive operational data based on real-time device posture and location.
- **MAM vs. MDM for BYOD:** Mobile Application Management (MAM) is deployed for personal devices to protect enterprise assets without invading employee privacy.
- **Seamless Single Sign-On (SSO):** Workers can log in once using their enterprise credentials (e.g., Azure AD/Entra ID) without recurring prompts during their shift.

3. Integrations & AI Readiness

- **Decoupled Content (Headless):** Core news and workflows are easily accessed via APIs, ensuring future integration with Microsoft Viva or the Blink App.
- **Clean Data for RAG:** All document libraries and FAQs are strictly tagged with structured metadata and stored in accessible, indexed formats for Enterprise LLMs.
- **Automated Content Mirroring:** System changes on the desktop version reflect instantly on the mobile app without requiring manual double-publishing.

4. Analytics & Digital Employee Experience (DEX)



- [] **Time-to-Information (TTI) Tracking:** Metrics are in place to monitor the exact duration it takes a frontline worker to find a critical policy or contact.
- [] **DAU/MAU Engagement Ratios:** The team measures daily active usage against monthly active usage to calculate organic adoption rather than relying on forced login metrics.
- [] **Direct Feedback Loops (eNPS):** Short, contextual pulse surveys are integrated into the feed to measure employee satisfaction directly within the app interface.